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SJS 44 (Rev. 12/07)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

(and or maronany							
I. (a) PLAINTIFFS DINA H. BOWEN, individually and on behalf of all others similarly sit				d, DEFENDANTS NORTHLAND GROUP, INC. and ARROW FINANCIAL SERVICES, L.L.C.,					
(b) County of Residence of First Listed Plaintiff Mobile (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.					
(c) Attorney's (Firm Nam Harry V. Satterwhite; Satte Dauphin Street, Mobile, A	e, Address, and Telephone Num erwhite, Buffalow, Com labama 36604; 251-43	^{ber)} ipton & Tyler, L.L.C 32-8120	.; 1325	Attorneys (If Known)					
II. BASIS OF JURISI	DICTION (Place an "X"	in One Box Only)	III. CI	TIZENSHIP OF P	RINCIPA	AL PARTIES	(Place an "X" in (One Box fo	or Plaintiff
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Defendant	(Indicate Citizensl	nip of Parties in Item III)		en or Subject of a	3 🗇 3	of Business In A	Another State	□ 6	□ 6
IV. NATURE OF SUI	T (Place an "X" in One Box C	Only)	1 101	eigh Country					
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& Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loans	Slander 330 Federal Employers' Liability 340 Marine	☐ 368 Asbestos Persona Injury Product Liability PERSONAL PROPER	1	0 R.R. & Truck 0 Airline Regs. 0 Occupational Safety/Health	☐ 820 Copy ☐ 830 Paten ☐ 840 Trade	rights t		eer Influen Organizat ner Credit Sat TV	
(Excl. Veterans) ☐ 153 Recovery of Overpayment of Veteran's Benefits ☐ 160 Stockholders' Suits ☐ 190 Other Contract	☐ 345 Marine Product Liability ☐ 350 Motor Vehicle ☐ 355 Motor Vehicle Product Liability	☐ 370 Other Fraud ☐ 371 Truth in Lending ☐ 380 Other Personal Property Damage ☐ 385 Property Damage	O 710	0 Other LABOR 0 Fair Labor Standards Act 0 Labor/Mgmt, Relations	☐ 861 HIA (☐ 862 Black		810 Selectiv 850 Securiti Exchang 875 Custom 12 USC	ies/Commo ge ier Challen	
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VII. REQUESTED IN COMPLAINT:	Violation of Fair CHECK IF THIS UNDER F.R.C.P.	Debt Collection Pra IS A CLASS ACTION 23		EMAND S		HECK YES only URY DEMAND:		complair	nt:
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UNITED STATES DISTRICT COURT

for the

	iot the
Southern I	District of Alabama
DINA H. BOWEN, individually and on behalf of all others similarly situated,)
Plaintiff)
v.) Civil Action No.
NORTHLAND GROUP, INC. and ARROW FINANCIAL SERVICES, L.L.C.)
Defendant)
SUMMONS I	IN A CIVIL ACTION
To: (Defendant's name and address) NORTHLAND GROUP, CT CORPORATION SY 2 NORTH JACKSON ST MONTGOMERY, ALAB	'STEM, Registered Agent TREET, SUITE 605
A lawsuit has been filed against you.	
are the United States or a United States agency, or an off P. 12 (a)(2) or (3) — you must serve on the plaintiff an a	
If you fail to respond, judgment by default will be You also must file your answer or motion with the court.	be entered against you for the relief demanded in the complaint,
	CLERK OF COURT
Date:	
	Signature of Clerk or Deputy Clerk

AO 440 (Rev. 12/09) Summons in a Civil Action (Page 2)

Additional information regarding attempted service, etc:

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

eceived by me on (date)	ne of individual and title, if any)	**************************************	
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☐ I personally served	the summons on the individual a	at (place)	
		On (date)	
☐ I left the summons a	at the individual's residence or u		
	, a person o	of suitable age and discretion who resid	des there,
on (date)	, and mailed a copy to t	the individual's last known address; or	
☐ I served the summo:	ns on (name of individual)		, who is
designated by law to a	ccept service of process on beha	lf of (name of organization)	
T/		on (date)	; or
	ons unexecuted because		; or
☐ Other (specify):			
My fees are \$	for travel and \$	for services, for a total of \$	0.00
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AO 440 (Rev. 12/09) Summons in a Civil Action

UNITED STATES DISTRICT COURT

for the

	Southern	n District of Alabama			
DINA H. BOWEN, individual others similarly)			
Plaintiff)			
v.) Civil Action No.			
NORTHLAND GROUP, INC. and ARROW FINANCIAL SERVICES, L.L.C.)			
Defendan	!)			
	SUMMON	S IN A CIVIL ACTION			
To: (Defendant's name and address)	ARROW FINANCIAL CT CORPORATION S 2 NORTH JACKSON MONTGOMERY, ALA	SYSTEM, Registered Agent STREET, SUITE 605			
A lawsuit has been file	d against you.				
are the United States or a Unite P. 12 (a)(2) or (3) — you must	d States agency, or an o serve on the plaintiff an edure. The answer or n Harry V. Satterwhite	on you (not counting the day you received it) — or 60 days if you officer or employee of the United States described in Fed. R. Civ. n answer to the attached complaint or a motion under Rule 12 of notion must be served on the plaintiff or plaintiff's attorney, Compton & Tyler, L.L.C.			
If you fail to respond, j You also must file your answer		II be entered against you for the relief demanded in the complaint.			
		CLERK OF COURT			
Date:					
-	***************************************	Signature of Clerk or Deputy Clerk			

AO 440 (Rev. 12/09) Summons in a Civil Action (Page 2)

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

	This summons for (nan	ne of individual and title,	if any)		
was re	eceived by me on (date)		*		W. W. W.
	☐ I personally served	the summons on the	individual at (pla	nce)	
			MANUAL AND	on (date)	
	☐ I left the summons	at the individual's re	sidence or usual	place of abode with (name)	
		and mails	, a person of su	itable age and discretion who resi	des there,
	on (date)	, and maile	d a copy to the in	ndividual's last known address; or	
	☐ I served the summo	ons on <i>(name of individu</i>	ıal)		, who is
	designated by law to a	accept service of prod			
				On (date)	; or
	☐ I returned the summons unexecuted because				; or
	Other (specify):				
	My fees are \$	for travel a	nd \$	for services, for a total of \$	0.00
	I declare under penalty	of perjury that this	information is tr	ie.	
Date:				Server's signature	
				Printed name and title	··········
				Server's address	
				Server s address	

Additional information regarding attempted service, etc:

IN THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF ALABAMA

DINA H. BOWEN,)
individually and on behalf of)
all others similarly situated,)
Plaintiffs,)
v.) CIVIL ACTION NO. 11-380
NORTHLAND GROUP, INC. and)
ARROW FINANCIAL SERVICES,)
L.L.C.,)
)
Defendants.)

CLASS ACTION COMPLAINT FOR VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT

Plaintiff Dina H. Bowen ("Bowen") files this Complaint pursuant to Fed.R.Civ.P. 23, individually and on behalf of all others similarly situated against Northland Group, Inc. ("Northland") and Arrow Financial Services, L.L.C. ("Arrow"), and alleges as follows:

I. INTRODUCTION

1. This is an action for damages brought by an individual consumer for Defendants' violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692, et seq. (hereinafter "FDCPA"), which prohibits debt collectors from engaging in abusive, deceptive, and unfair practices.

II. JURISDICTION AND VENUE

2. Jurisdiction of this Court arises under 15 U.S.C. § 1692k(d) and 28 U.S.C. § 1331 and 1337. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202. Venue in this District is proper under 28 U.S.C. § 1391(b) in that the defendants transact

business here and the conduct complained of occurred here.

III. PARTIES

- 3. Plaintiff, Dina H. Bowen, is a natural person residing in Mobile County, Mobile, Alabama, and is a consumer as that term is defined by 15 U.S.C. § 1692(a)(3).
- 4. Defendant, Northland Group, Inc., is a Minnesota corporation engaged in the business of collecting debts in this state with its principal place of business located at Edina, Minnesota. The principal purpose of Defendant Northland is the collection of debts using the mail and telephone, and Defendant Northland regularly attempts to collect debts alleged to be due another.
- 5. Defendant Northland is a "debt collector" as defined by the FDCPA, 15 U.S.C. § 1692(a)(6).
- 6. Defendant Arrow Financial Services, L.L.C., is an Illinois limited liability corporation engaged in the business of collecting debts in this state with its principal place of business located at Niles, Illinois. The principal purpose of Defendant Arrow is the collection of debts using the mail and telephone, and Defendant Arrow regularly attempts to collect debts alleged to be due another.
- 7. Defendant Arrow is a "debt collector" as defined by the FDCPA, 15 U.S.C. § 1692(a)(6).

IV. FACTUAL ALLEGATIONS

- 8. Northland was acting as a "debt collector" with respect to the collection of a debt allegedly owed by Plaintiff Bowen.
- 9. Plaintiff allegedly incurred a financial obligation to GE Capital that was primarily for personal, family or household purposes and is therefore a "debt" as that term is defined by 15 U.S.C. § 1692(a)(5).

- 10. Sometime thereafter the alleged debt was consigned, placed or otherwise transferred from GE Capital to Defendant Arrow for collection from Plaintiff Bowen.
- 11. Sometime thereafter the alleged debt was consigned, placed or otherwise transferred from Defendant Arrow to Defendant Northland for collection from Plaintiff Bowen.
- 12. On May 6, 2011, Defendant Northland mailed a dunning letter demanding payment of a debt in the amount of \$653.28 allegedly due Arrow. A copy is attached hereto as Exhibit A.
- 13. Exhibit A was received by Plaintiff Dina H. Bowen at her residence in Mobile, Alabama.
- 14. Said dunning letter and the envelope in which it was sent were in violation of the FDCPA.
- 15. Said dunning letter did not contain the proper and legal disclosures to Plaintiff Bowen in violation of the FDCPA.
 - 16. Said envelope contained unlawful symbols in violation of the FDCPA.
- 17. As a result of the acts alleged above, Plaintiff suffered headaches, nausea, embarrassment, pain, anxiety and emotional distress.

V. FIRST CLAIM FOR RELIEF

FDCPA

- 18. Plaintiff repeats, realleges and incorporates by reference all above paragraphs.
- 19. Defendant violated the FDCPA. Defendant's violations include, but are not limited to, the following:

- (a) Section 1692(f). A debt collector may not use unfair or unconscionable means to collect or attempt to collect a debt.
- (b) Section 1692(f)(8). Using any language or symbol...on any envelope when communicating with a consumer...
- (c) Section 1692(g)(a). Within 5 days after the initial communication with a consumer in connection with the collection of any debt, a debt collector shall, unless the following information is contained in the initial communication or the consumer has paid the debt, send the consumer a written notice containing:
 - (3) a statement that unless the consumer, within 30 days after the receipt of the notice, disputes the validity of the debt, or any portion thereof, the debt will be assumed to be valid by the debt collector;
 - (4) a statement that if the consumer notifies the debt collector in writing within the 30 day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment against the consumer and a copy of such verification or judgment will be mailed to the consumer by the debt collector; and
 - (5) a statement that, upon the consumer's written request within the 30 day period, the debt collector will provide the consumer with the name and address of the original creditor, if different from the current creditor.
- 20. As a result of the above violations of the FDCPA, Plaintiff seeks actual damages, statutory damages, costs and attorney's fees.

VI. SECOND CLAIM FOR RELIEF

Negligent Hiring, Training, Auditing and Supervision

21. Plaintiff repeats, realleges and incorporates by reference all above paragraphs.

- 22. Defendant Northland was directly responsible for the hiring, training, auditing and supervision of its collectors.
- 23. Defendant Northland failed to exercise reasonable care in the hiring, training, auditing and supervision of its collectors.
- 24. Defendant Northland was directly responsible for the hiring, training, auditing and supervision of its employees.
- 25. Defendant Northland failed to exercise reasonable care in the hiring, training, auditing and supervision of its employees.
- 26. Defendant Northland and Defendant Arrow were negligent in the hiring training, auditing and supervision of personnel hired for the purpose of collecting funds from alleged debtors and consumers.
- 27. As a direct, proximate, and foreseeable consequence of Northland and Arrow negligently hiring, training, auditing and supervising its collectors, Defendant Northland and Defendant Arrow have violated the FDCPA and caused Plaintiff Bowen pain, anxiety and mental suffering.

VII. CLASS ALLEGATIONS

Class Definition

28. Plaintiff brings this action on her own behalf and pursuant to Fed. R. Civ. P. Rule 23(b)(1)(A), (b)(2), and/or (b)(3), as a class action on behalf of a statewide class of persons as defined as:

All persons in the State of Alabama who received collection letters from Northland Group, Inc. that violated the FDCPA.

<u>Numerosity</u>

29. The members of the class are so numerous that joinder of all members is impractical and inefficient such that the requirements of Fed. R. Civ. P. Rule 23(a)(1) are met. Plaintiff does not know the exact number of class members, but is informed and believes that hundreds, if not thousands, of debtors have been sent unlawful and improper collection notices by Defendants. The class is ascertainable as the names and addresses of all class members can be identified in business records maintained by the Defendant.

Commonality

- 30. The questions of law and fact common to the class include, inter alia:
 - (a) whether the Defendant violated various provisions of the FDCPA, including but not limited to 15 U.S.C. § 1692(f) and (g);
 - (b) whether Plaintiff and the Class have been injured by Defendants' conduct; and
 - (c) whether Plaintiff and the Class have sustained damages and are entitled to restitution as a result of Defendants' wrongdoing, and, if so, what is the proper measure and appropriate statutory formula to be applied in determining such damages and restitution.

The requirements of Fed. R. Civ. P. Rule 23(a)(2) are met.

Typicality

31. The claims of the representative Plaintiff are typical of the claims of the class as a whole. If brought and prosecuted individually, the claims of each class member would necessarily require proof of the same material and substantive facts, rely upon the same remedial theories, and seek the same relief. Plaintiff is a member of the class and has suffered harm due to the unfair, deceptive, and unconscionable collection practices of Defendant. The requirements of Fed. R. Civ. P. Rule 23(a)(3) are met.

32. Plaintiff has no interests adverse or antagonistic to the interest of other members of the class.

Adequate Representation

33. The representative Plaintiff is willing and prepared to serve the Court and proposed class in a representative capacity with all of the obligations and duties material thereto, pursuant to Fed. R. Civ. P. Rule 23(a)(4).

Rule 23(b)(1)

- 34. The prosecution of separate actions by individual members of the class would create a risk of adjudications with respect to individual members of the class which would, as a practical matter, be dispositive of the interests of other members of the class who are not parties to the action, or could substantially impair or impede their ability to protect their interests.
- 35. The prosecution of separate actions by individual members of the class would create a risk of inconsistent or varying adjudications with respect to individual members of the class which would establish incompatible standards of conduct for the parties opposing the class. Such incompatible standards and inconsistent or varying adjudications, on what would necessarily be the same essential facts, proof and legal theories would also create and allow to exist inconsistent and incompatible rights within the Plaintiff's case.

Rule 23(b)(2)

36. The Defendant has acted or refused to act on grounds generally applicable to the entire class, thereby making appropriate relief with respect to the class as a whole.

Rule 23(b)(3)

- 37. The questions of law and fact common to members of the class and subclasses predominate over any questions affecting only individual members.
- 38. A class action is superior to other available methods for the fair and efficient adjudication of the controversies herein in that individual claims by the class members are impractical as the costs of pursuit far exceed what any one plaintiff or class member has at stake. Therefore, certification under Fed. R. Civ. P. Rule 23(b)(3) is appropriate.

WHEREFORE, Plaintiff Bowen respectfully prays that judgment be entered against the Defendant Northland and Defendant Arrow for the following:

- A. Actual damages;
- B. Statutory damages pursuant to 15 U.S.C. § 1692(k);
- C. Costs and reasonable attorney's fees pursuant to 15 U.S.C. § 1692(k); and
- D. For such other and further relief as may be just and proper.

PLAINTIFF RESPECTFULLY DEMANDS TRIAL BY JURY

VERIFICATION

I, DINA H. BOWEN, hereby certify that the facts contained in the foregoing complaint are true and correct to the best of my knowledge, information and belief.

DINA H. BOWEN

HARRY V. SATTERWHITE

Attorney for Plaintiff

OF COUNSEL: SATTERWHITE, BUFFALOW, COMPTON & TYLER, L.L.C. 1325 Dauphin Street Mobile, Alabama 36604 (251) 432-8120 (251) 405-0147 facsimile

DEFENDANTS TO BE SERVED AS FOLLOWS:

NORTHLAND GROUP, INC. CT CORPORATION SYSTEM, Registered Agent 2 NORTH JACKSON STREET, SUITE 605 MONTGOMERY, ALABAMA 36104

ARROW FINANCIAL SERVICES, L.L.C. CT CORPORATION SYSTEM, Registered Agent 2 NORTH JACKSON STREET, SUITE 605 MONTGOMERY, ALABAMA 36104